NBX® Business Telephone
Quick Reference Guide

Put a Call on Hold

While you are on a call, press **Hold.** The indicator light beside a line on hold blinks slowly. To return to the call, press the line button where the call is being held.

Transfer a Call

1. While you are on a call, press **Transfer**.
2. When you hear the dial tone, dial the number to which you want to transfer the call.
3. As soon as you hear ringing, press **Transfer** (for a blind transfer), or wait until the recipient answers, announce the call, press **Transfer**, and then hang up.

Make a Conference Call

1. Place or receive a call. Two parties are now on the call.
2. While you are on the first call, press **Conference**.
3. Listen for the dial tone. Dial the third party, wait for that party to answer, and press **Conference** again to complete the three-party conference call.
4. Optionally, repeat steps 2 and 3 to add a fourth party.

- At least one party must be internal. The conference ends when the last internal party hangs up.
- To place your part of a conference call on hold, press **Hold**. The other parties can talk to each other, but they cannot hear you. (Music on Hold is not played.)
- To transfer a conference call, see **Transfer a Call**.
- To drop the last person whom you added to the conference (for instance, if the called party's telephone is answered by someone else), press **Feature + 431**.

Adjust the Volume

- **Handset** — Lift the handset, listen to the dial tone, and repeatedly press the louder or softer volume button.
- **Speaker** — Press **Speaker**, listen to the dial tone or your caller's voice, and repeatedly press the louder or softer volume button.
- **Ringer** — While the telephone is ringing, repeatedly press the louder or softer volume button.

Mute a Call

While you are on a call, press **Mute** (2102) or (3102). The indicator light is lit and you can hear the caller, but the caller cannot hear you. To return to the call, press the mute button again.

Set Internal Calls to Activate the Speaker

Press **Handsfree** (2102) or (3102). The indicator light is lit. Whenever an internal call arrives, a tone sounds and the speakerphone is activated. To turn this feature off, press **Handsfree** or again.

Create Customized Labels for Your Telephone

Log in to **NBX NetSet > Speed Dials > Telephone Labels**.

Set or Change Your Speed Dials, Call Coverage Point, Call Pickup, and Phone Lock

See the *NBX Telephone Guide* or NBX NetSet™ User Help.

Forward Incoming Calls to Your Voice Mail

(Calls ring once and go to your call coverage point.)

Press the **FWD MAIL** button (2102) or (3102). The indicator light comes on; all incoming calls ring once and are forwarded to your call coverage point. To turn it off, press **FWD MAIL** or again.

Switch Your Telephone to Do Not Disturb

(Calls go immediately to your call coverage point.)

Pick up the handset and press **Feature + 446**. All calls go directly to your call coverage point without ringing on your telephone. The display indicates that the feature is active. To turn the feature off, pick up the handset and press **Feature + 446** again.

Park a Call

1. While you are on a call, press the **Call Park** Access button, or if Call Park is not assigned to an Access button, press **Feature + 444**.
2. Dial one of the extensions reserved for Call Park.

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- Ask your administrator if your system has a different range of Call Park extensions.
- The call is parked until someone retrieves it, the caller hangs up, or the Call Park timer expires.
- If the extension you chose is busy or the Call Park timer expires, the call returns to your telephone. Press **Call Park** or **Feature + 444** again and try another extension.

Retrieve a Parked Call

Dial the Call Park extension where the call was parked.

Dial from the Telephone Display Panel

1. Pick up the handset.
2. Press the up or down scroll button to view the menu: Call Logs (Missed Calls, Answered Calls, Dialed Calls), Directory, Personal Speed Dials, or System Speed Dials.
3. Press one of the three buttons below the display:
   Slct — To select the list that you want to see.
   Back — To return to the previous menu.
   Exit — To leave the display panel menus.
4. Repeat steps 3 and 4 until you see the name or number that you want. Then press **Slct** to dial the number.

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NBX® Voice Mail* (Business Telephone)
Quick Reference Guide

** If your system uses another voice messaging application, follow the instructions for your application.*

Initialize Your Voice Mailbox

1. Pick up the handset and press **MSG** (2102) or ✉ (3102).
2. The NBX voice prompts guide you through the steps to create your password and initialize your mailbox.

Access Your Messages (Log In to Your Mail Box) from Your NBX Telephone

1. Pick up the handset and press **MSG** or ✉.
2. Enter your password and press **#**.

Access Your Messages (Log In to Your Mail Box) from Any Internal NBX Telephone

1. Pick up the handset and press **MSG** or ✉.
2. At the password prompt, press *****.
3. At the prompt, enter your extension number.
4. Enter your password and press **#**.

Access Your Messages (Log In to Your Mail Box) from an External Telephone

If you can dial your telephone extension directly:
Press ***** during your greeting. At the prompts, enter your extension and password, and press **#**.

If you dial your organization's main telephone number:

- *If the Automated Attendant answers,* press *** *** during the greeting. At the prompts, enter your extension and password, and press **#**.
- *If the receptionist answers,* ask to be transferred to your voice mail. Press ***** during your greeting. At the prompts, enter your extension and password and press **#**.

Forward a Message

1. While you are listening to the message, press **5**.
2. After the tone, record an introductory message. When you are finished, press **#,** OR press **#** immediately without recording a message.
3. At the prompt, press **1** to begin to forward the message.
4. Dial an extension, a voice mail group number, or a one-touch, personal, or system speed number.
5. Press **#** after each destination number. Add as many destinations as you want.
6. After the last destination number and its **#**, press **#**. The system sends your message.

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Message Playback Options

While you listen to a message, select one of these options:

Press 1 to listen to the first message or repeat the current message.

Press abc 2 to save the current message.

Press def 3 to delete the current message.

Press ghi 4 to reply to the sender of the current message, if the sender is internal.

Press jkl 5 to forward the current message.

Press mno 6 to hear date, time, and sender information.

Press pqrs 7 to move back 5 seconds in the current message.

Press tuv 8 to pause the current message for 20 seconds.

Press wxyz 9 to move forward 5 seconds in the current message.

Press # to move to the next message.

Press * to return to the main menu.

Mailbox Options

1. Pick up the handset and press **MSG** or ✉.
2. At the prompt, enter your password and then press **#**.
3. Press **9** and then select one of these options:

Press 1 to change your name announcement or personal greeting.

Press abc 2 to change your password.

Press def 3 to create or edit personal voice mail group lists.

Press ghi 4 to enable, disable, or change settings for the Off-Site Notification feature.

For more information about these and additional NBX Business Telephone features, see the *NBX Telephone Guide* on any screen in the NBX NetSet utility.

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